



Nashville VBA Regional Office

September 2015



VBA

Accomplishments



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- ❖ Reduced the backlog from a peak of 611,000 in March 2013 to 91,694, an 85% reduction in 29 months – the lowest since we started measuring the backlog in 2007
- ❖ Reduced the inventory from a peak of 884,000 in July 2012 to 367,311, a 60% reduction and a new low since FY08
- ❖ Increased claim-level accuracy from 83% in 2011 to 91% - the issue level accuracy is 96%
- ❖ Completed 1.17 million claims this year so far
- ❖ Veterans with a pending claim are waiting, on average, 181 days less for a claim decision, from a peak of 282 days in March 2013 to 101 days today



Nashville Regional Office

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- ❖ The Nashville RO has 500 full-time employees and 5 temporary hires as of August 2015. 61% of the staff are Veterans.
- ❖ The RO administers benefit programs for over 506,000 Veterans in the state of Tennessee and Fort Campbell military base, with out-based sites in Memphis, Knoxville, and Clarksville, Tennessee.
- ❖ Monthly compensation and pension payments are made to approximately 106,000 Tennessee Veterans and their beneficiaries, totaling over \$135 million.

Nashville Regional Office Staffing Update



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- ❖ Welcomes James “Tyler” Parhalo as an Assistant Veterans Service Center Manager.
- ❖ Continue to hire temporary Veterans Service Representatives to assist with non-rating claims workload. Nashville was one of six stations nationally to receive the temporary hiring authority.
- ❖ Continue to hire Veterans Service Representatives in the Veterans Service Center.
- ❖ Continue to hire Legal Administrative Specialists in the Nashville Call Center.
- ❖ Continue to hire Vocational Rehabilitation Counselors in VR&E.

Veterans Service Center

Processing Veteran's claims...



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- ❖ Completed 31,449 disability rating claims FYTD (331 claims ahead of last FY)
- ❖ Reduced the rating related backlog for Tennessee claims by 38% (1,744 claims)
- ❖ Completed 15,927 non-rating claims/adjustments FYTD (30.45% ahead of last FY)
- ❖ Completed 13,833 Fully Developed Claims (FDC) FYTD (79.25% ahead of last FY)
- ❖ Achieved an accuracy rate of 96.3% (3 month issue-based) and 92.1% (12 month claim-based) for disability rating claims
- ❖ VBA began requiring standardized claim and appeal forms on March 25, 2015

Vocational Rehabilitation & Employment

Helping Veterans transition to employment



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- ❖ Vocational Rehabilitation Services
 - Served approximately 3,400 VR&E participants last FY
 - Provides services to Veterans throughout the state of Tennessee through offices in Nashville, Memphis, Clarksville, Ft. Campbell, and Knoxville
- ❖ FYTD (07/31/2015) we have:
 - Assisted 189 Veterans in obtaining suitable employment
 - Processed 330 IDES applications
 - Processed 3374 Chapter 31 applications
 - Processed 1840 Entitlement Determinations
- ❖ Middle Tennessee State University (MTSU) Veterans and Family Center
 - ❖ Opening November 2015
 - ❖ “A singular location where everything they (Veterans) need for success will be available – from scheduling courses and completing government paperwork to answering questions concerning benefits and employment opportunities”
 - ❖ Center Director – Hilary Miller
 - ❖ VetSuccess on Campus – Heather Conrad

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Nashville Call Center



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- ❖ FYTD the NCC has answered 590,528 calls.
- ❖ FYTD the wait time for all VA Call Centers nationally is 6 minutes and 14 seconds.
- ❖ Veteran Service Organization (VSO) 800 Number - FYTD the NCC has answered over 80,598 calls with a wait time of approximately 9 minutes and 46 seconds
- ❖ Pilots
 - ❖ Live Chat (Veterans and VSOs) - NCC agents answered 86,626 Chats with an average wait time of 4:19 minutes and a Chat duration of 12:05 minutes.
 - ❖ Dependency claims – FYTD the 20 NCC agents have initiated 24,249 claims and processed 18,894 claims. Agents can add minor biological children, spouses, minor stepchildren, school aged children, and remove spouses due to death or divorce (when no children are on award)



Upcoming VBA Events

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- ❖ Outreach support for the National Guard Association of the United States National Convention in September 2015
- ❖ Veterans Town Hall – Jackson, TN – September 24, 2015
- ❖ National Work Que roll-out for Phase 1 in October, 2015 and Phase 2 in 1st Quarter FY 2016



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Improving the Veterans experience by examining our Veteran-facing processes and organizations from the Veteran's perspective to enable every Veteran to have a seamless, integrated, and responsive VA customer service experience every time.

2

Achieving support services excellence by identifying common services that are performed in support of VA mission components, and seeking to optimize these services to increase efficiency and eliminate duplication. These services include: Human Resources, Legal Services, Information Technology, Acquisitions & Logistics, Real Property Facilities Management, Public Affairs, Congressional Affairs, Budget & Finance, and Security & Preparedness.

3

Establishing a culture of continuous performance improvement, so conditions are set at the local level for issues to be raised, addressed, and solutions replicated across as many facilities as needed to achieve enterprise level results

4

Enhancing strategic partnerships by making better "matches" and formal partnerships between community, nonprofit, and other organizations and the work being done for Veterans at VA facilities across the country.

5

Improving the employee experience and focusing on "people and culture" so employees are empowered to better serve Veterans.



Looking Ahead to FY 2016

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- ❖ No mandatory overtime
- ❖ Increased focus on Appeals processing and improvements
- ❖ Increased focus on Employment Services (VR&E)
- ❖ VR&E Pilot on Tele-Counseling
- ❖ Veteran Economic Communities Initiative (VECI)

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We remain committed to serve and honor the men and women who are America's Veterans.